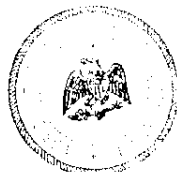


Mississippi Public Service Commission

JUN 27 2008

FCC Mail Room

LEONARD L. BENTZ, Chairman
BILOXI - SECOND DISTRICT
LYNN POSEY, Vice-Chairman
UNION CHURCH - FIRST DISTRICT
BRANDON PRESLEY, Commissioner
NETTLETON - THIRD DISTRICT



BRIAN U. RAY
EXECUTIVE SECRETARY
(601)961-5400

LYNN CARLISLE
SENIOR ATTORNEY
JOEL BENNETT, DIR.
FINANCE & PERSONNEL
MARK McCARVER, DIR.
GAS PIPELINE SAFETY

June 25, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW/Room TW-B204
Washington, DC 20554

Re: TRS 55-02
Mississippi Complaint Log Summary
CG Docket 03-123

Dear Ms. Dortch:

Pursuant to FCC rules regarding Telecommunications Relay Service, please find for review the following:

1. Annual Complaint Log from June 1, 2007 through May 31, 2008
2. Report with total complaints by category.

A CD-Rom and four copies are enclosed as required. We are pleased to report that the Mississippi Public Service Commission did not directly receive any complaints regarding relay service in Mississippi this past year. Should you need additional information, please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brian U. Ray", written over a circular stamp.

Brian U. Ray, Executive Secretary
Mississippi Public Service Commission

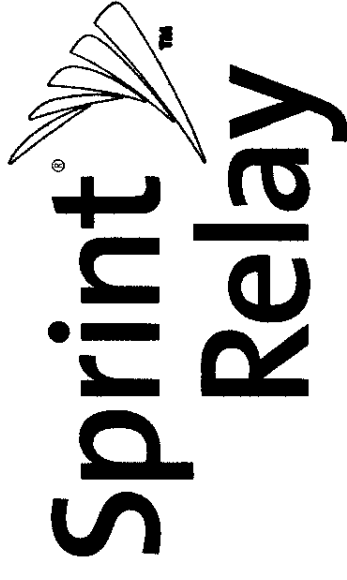
Cc: Arlene Alexander, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW/Room 3-C408
Washington, DC 20554

No. of Copies rec'd 0
List ABCDE

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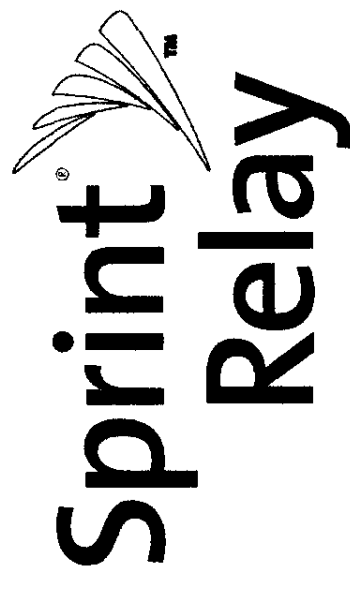


MISSISSIPPI FCC COMPLAINT LOG 2008

Complaint Tracking for MS (06/01/2007-05/31/2008). Total Customer Contacts: 6

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	12/12/07	TTY user upset because when trying to call Social Security, wants to know "Why agent hung up while I was typing, very important business?" Customer does want TTY contact from Program Manager.	12/12/07	Customer Service apologized and told customer that agent's supervisor would be told of the problem. Agent does not remember the call but stated it could be due to technical difficulties. Supervisor explained to the agent that if she is having technical difficulties on a call, to immediately get a supervisor to fill out a trouble ticket so the problem can be researched and resolved.
2	10/29/07	VCO customer unable to reach MS Relay via 711 or VCO 800 dedicated line. Customer's husband has contacted LEC who advised there was no problem. VCO customer relies on her only means of using telephone to communicate. Customer requests contact.	06/02/08	Customer Service apologized for problem, told customer that a TT and complaint would be entered, and suggested to customer to call LEC again and speak with supervisor regarding this issue. TT 5216617. Program Manager called customer and customer said that Relay services have been working perfectly with everyone else except this one woman. Her line has been checked and it was determined to be in working order but customer believes that it's her end since everyone else has not had any further problems since filing this complaint. Customer appreciated the follow up.
3	10/24/07	VCO customer is unable to reach a relay operator via 711 or by the dedicated VCO toll-free number. Customer also had static on the line. No follow up requested.	10/24/07	Call was placed approximately at 8:45 pm on 10/24/07. Customer Service apologized for the problem and informed customer to contact their local phone company for the static and connecting to 711 problems. Entered in TT #5188045. Technician did not report a problem. Customer did not request call back and has not called back. It seems this may have been a LEC issue.
4	10/23/07	Customer reports she is unable to reach Relay by dialing 711. Follow up requested.	10/23/07	Customer Service apologized. Ticket 5177640 was opened. Contacted customer and she said that in the past, her daughter had not been able to get through to 711 from her home phone but lately, has been able to some of the time. Customer and daughter's phone lines have been checked and everything checked out okay. Gave customer the 800 MS Relay number for her daughter to use instead of using the 711 number. Customer appreciated the follow up.

5	09/27/07	A VCO customer has been having trouble with garbling on most calls. She also reports that when she calls people, the outbound parties often cannot hear her well. Follow-up requested.	09/27/07	Customer Service apologized and explained how to turn off turbocode on her machine. Called back through relay for test call and garbling was still occurring. I also had a hard time hearing her. Opened TT 5005687. Program Manager followed up with the VCO customer on 9/28, 10/14 and 11/9 but there was no answer. Unable to follow up with customer to see if the problem has been resolved.
6	09/17/07	Agent keeps hanging up in the middle of VCO user's long-distance calls.	09/17/07	Re-routed to the correct call center. Coached CA not to disconnect calls. CA does not remember this call, but understands and would not disconnect customers.



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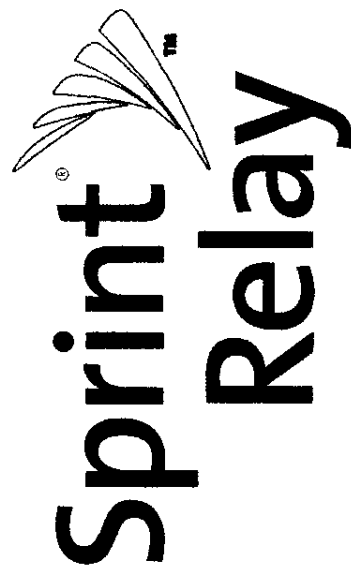
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DOCKET NO. 03-123

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